

MN Department of Human Services
Social Services Manual

Information and Referral Service

XV-9000

Not revised

Information And Referral Service

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Authority

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Authority Cited in Manual

XV-9110

1. Minnesota Rules, parts 9565.2300 to 9565.2600 (Department of Human Services, Information and Referral Services).

Other Relevant Authority Citations

XV-9120

1. Pub. L. 96-35 (Omnibus Reconciliation Act of 1981).
2. Minn. Stat. 256.01 (1985) (Commissioner of Human Services; Powers and Duties).
3. Minn. Stat. 256E (1985) (The Community Social Services Act).
4. Minn. Stat. 393.07 (1985) (Powers and Duties of County Board).
5. 45 CFR 96.70 (Social Services Block Grant).

Definitions

XV-9200

1. Escort: Provision of a person to assist inquirer in gaining access to a service.
Part 9565.2500, subpart 1
2. Follow-Up: Process of making contact with either the inquirer or the agency to which a client was referred to determine the outcome of the referral.
Part 9565.2500, subpart 2
3. Information and Referral: Provision of information to individuals seeking knowledge of social and human services, and assistance to individuals in making contact with a resource that can respond to their need or problem.
Part 9565.2500 subpart 3
4. Information Giving: Provision of information about services and programs that may include a brief assessment of the need or problem, and some effort to obtain sufficient background material about the inquirer to determine his potential eligibility for a specific service or agency.
Part 9565.2500, subpart 4
5. Intake: Process providing help to clients in clarifying need, considering alternative services appropriate to need, defining goals the client desires to achieve, and arriving at an understanding in regard to utilization of services or assistance.
Part 9565.2500, subpart 5
6. Local Social Services Agency: Local agency under the authority of the county board or human services board which is responsible for social services.
Part 9565.2500, subpart 6
7. Outreach: Activity in which an active effort is made to reach out to individuals to help them make use of existing services and agencies.
Part 9565.2500, subpart 7

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8. Referral: Identification of an agency or organization able and willing to provide the service needed by the client and aiding the client in making contact with that agency or organization through procedures such as sending a written summary of the problem or request, or making telephone or personal contact with that agency or organization on behalf of the client.

Part 9565.2500, subpart 8

9. Resource File: Compilation of information that identifies the opportunities, resources, and services in a community, a region, or a state, and the agencies and organizations through which they are available to a total consumer population.

Part 9565.2500, subpart 9

Purpose

XV-9300

The purpose of information and referral service is to provide accurate and up-to-date information about social and human services to individuals seeking such information, and to facilitate access to these services by individuals through a referral procedure.

Part 9565.2400

Local Social Services Plan

XV-9400

The local social services agency planning to offer information and referral service shall indicate in its community social services plan whether information and referral is provided as a separate and discrete service or as a function of the intake service of the agency. (See SSM XII or Intake.)

Part 9565.2600, subpart 2

Service Provision

XV-9500

Information and referral may be provided as a separate and discrete service or as a function of the intake service of the agency.

Part 9565.2600, subpart 1

Separate and Discrete Service

XV-9510

Requirements

XV-9511

When information and referral is offered as a separate and discrete service, the agency shall:

1. Maintain a separate telephone listing for information and referral service.
2. Publicize, through media and other forms of public information, such services as a separate agency function.
3. Assign staff specific tasks relating to information and referral.
4. Maintain a comprehensive resource file. The resource file shall be updated and revised at least semiannually.
5. Offer the following services:
 - a. Information giving.

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- b. Referral.
 - c. Follow-up on at least a sample of referrals.
- 6. Develop and maintain a system for recording data that shall:
 - a. Record the nature of calls received and the agencies and organizations to which they are directed or referred.
 - b. Indicate what follow-up activities were undertaken.
 - c. Maintain records of services that were needed but were not available.
- 7. Maintain records and reports in such a manner that the identity of persons using the service is not revealed or accessible to anyone other than the staff members undertaking to assist them.

Part 9565.2600, subparts 3, 4, 5, 7 and 8

Intake Function

XV-9520

Requirements

XV-9521

When information and referral service is a function of the intake service of the local agency, the agency shall:

- 1. Maintain a comprehensive resource file. The resource file shall be updated and revised at least semiannually.
- 2. Offer the following services:
 - a. Information giving.
 - b. Referral.
 - c. Follow-up on at least a sample of referrals.
- 3. Develop and maintain a system for recording data that shall:
 - a. Record the nature of calls received and the agencies and organizations to which they are directed or referred.
 - b. Indicate what follow-up activities were undertaken.
 - c. Maintain records of services that were needed but were not available.
- 4. Maintain records and reports so that the identity of persons using the service is not revealed or accessible to anyone other than the staff members undertaking to assist them.

Part 9565.2600, subparts 4, 5, 7 and 8

Options

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Information and referral service may include provision of the following supplementary services:

- 1. Escort to referral agency.
- 2. Outreach services.

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Part 9565.2600, subpart 6

Data

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The agency may elect to offer data gathered in the delivery of information and referral services to appropriate community and state planning agencies.

Part 9565.2600, subpart 9